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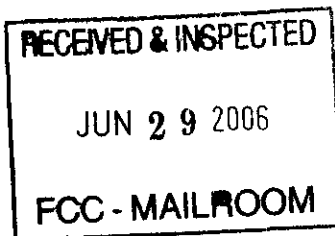
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KATIE C. MORGAN
DIRECTOR
TELECOMMUNICATIONS, TRANSPORTATION, WATER/WASTEWATER

June 26, 2006



Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, Southwest
Room TW-B204
Washington, DC 20554

Re: CG Docket 03-123: Annual Summary of Consumer Complaints Concerning TRS
for the State of South Carolina

Dear Ms. Dortch:

The Office of Regulatory Staff, TRS Administrator for South Carolina, and Sprint, TRS provider for South Carolina, have compiled the consumer complaint information requested under CG Docket No. 03-123 for the 12 months ending May 31, 2006. As required, this filing includes one original, four copies and two electronic disk copies. In addition, Sprint will provide the FCC call volume information under seal as stated in the attached June 15, 2006 letter.

Should you have any questions regarding this filing, please contact me at 803/737-0808.

Sincerely,

Katie Morgan
Director
Telecommunications, Water/Wastewater and Transportation

Cc: Ms. Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau

Enclosures

No. of Copies rec'd 0 + 4
List ABOVE

Relay South Carolina Service - June 1, 2005 through May 31st, 2006

1. Total Number of TRS complaints: 24

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Complaints Tracking for South Carolina

TOTAL: 24

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
Jan-05			
6/3/2005	TTY customer had to say the number twice, the agent didn't see the number the first time. TTY customer typed, "Hi, live customer rep. at (toll free number) ga" and agent typed, "Opr. xxx". TTY customer typed back, "I said it is (toll free nbr) speaking with a live customer service rep. please" and then the agent dialed the requested number. Follow-up requested.	6/3/2005	Apologized to the customer. Met with the agent who stated the call did not connect so she switched to voice line and didn't get a response. Agent switched back to the data line then the call connected. Then agent had to ask for the number. Agent followed procedures. Followed up with customer by phone and explained that the relay agent was following procedure. Customer was satisfied and thanked for the follow up.
Jul-05			
07/25/05	VCO customer called to say that the agent IDs are not sending when he gets incoming calls. He only gets the "voice (or type) now" part of greeting. When he tries to talk to the agents, they do not respond. This has been happening for about a month now. Follow-up requested.	07/25/05	Apologized. Opened TT #198418. Garbling problems on customer's end. Referred customer to his LEC so that customer can be routed to 711. Account Manager called customer and customer was satisfied with Relay services since after this agent ID problem was resolved. Also, garbling problems ceased when the Relay agent or TTY user turned off Turbo Code and pacing set up to 35 wpm.
07/28/05	Caller said on her call at 4:24 PM today (7/28/05) the agent during the call typed to caller "was not able to type entire msg..." There was silence and then agent hung up on caller. Customer wants follow up from agent's supervisor to clarify what happened on this call.	07/28/05	Apologized to customer. Trainer met with agent who remembered losing a signal when the center experienced a power loss. Trainer followed up with customer by phone explaining the center experienced a power loss during the time this call was placed and apologized for the inconvenience. The customer was very understanding and thanked for the follow up.
Aug-05			
08/09/05	A TTY customer called to say that the agent did not follow her instructions on what to do if an answering machine came on. Also, the agent did not type well; the agent typed too many "X"s so the customer was not able to read what was said. Follow up requested.	08/09/05	Apologized for the handling of the call. Trainer met with the agent and coached agent on the importance of slowing down the typing if needed to reduce errors. Agent understands. Followed up with customer via phone on 8/11/05 and explained that the agent was coached on the importance of slowing down typing if needed in order to reduce errors. Customer was satisfied.
08/10/05	Caller reports that he is not receiving entire relay greeting at the beginning of incoming calls. He answers VCO by saying "Hello VCO GA". The agent begins typing what the caller is saying before the entire greeting macro finishes. This cuts off the CA ID number and confuses the caller when the typing suddenly cuts out to something else the caller is saying. This also causes garbling in the text so the message cannot be understood. No follow up requested.	08/10/05	Offered to place a test call through Relay to determine what was causing the problem. The test call concluded that the problem seems to be a training issue. Supervisor met with the agent and coached on the importance of allowing any macro to completely finish before starting to type. Agent understands.
Oct-05			
10/23/05	TTY customer called to say that the agent disconnected her when the outbound caller (voice) disconnected. The agent only typed "(person hung up) sksk." Follow-up requested between 9 am - 11 pm.	10/23/05	Apologized for the inconvenience. Supervisor met with agent and coached on the importance of following correct call-handling procedures. Explained to the agent the inbound customer has caller control and will initiate the disconnection. Agent understands. Followed up with customer via phone on 10/25/05 and advised customer that the agent was coached on proper call-handling procedures. Customer was satisfied.
10/24/05	VCO customer is unable to receive calls. She usually answers, "Hello, GA" but does not receive typing after that. She is able to place calls without problems. No follow-up requested.	10/24/05	Branded customer as VCO user and set up Customer Database Profile. Account Manager called customer 4 times. The first 2 times, customer answered the phone, conversed about 5 minutes, then hung up or phone disconnected. The third time, customer hung up or her phone disconnected in mid-conversation. The fourth time, customer hung up after conversing for a minute. Based on

			observations, it appears that the customer needs a refresher training on how to use her VCO phone. Account Manager emailed to the CapTel AM to contact this customer to establish a re-training review.
10/24/05	TTY customer called to say that she has had difficulty reaching agents when dialing to Relay. She often has to wait "several minutes" and sometimes has to redial to reach an agent. She did not know how long this has been happening, but the last time occurred on 10/24 at 11:09 a.m. Follow-up requested.	10/24/05	Apologized for the inconvenience. Opened up TT #616963. With this Relay call center system, the call gets answered automatically once it arrives here. Internal testing indicates that the customer's TTY does 300 baud, which won't work with VCO (what customer uses). Made attempt to follow up with customer to set her VCO phone to TTY on 11/29/05, left message on TTY. Second attempt made on 11/30/05, left another msg on TTY answering machine. Made contact with customer 12/21/05 and explained that she needed to set her VCO phone to TTY mode and the problem should be resolved. Customer stated that she no longer has a VCO phone and only uses TTY. As a result, she has not been having the problem as much as she had with the VCO phone. Customer was thankful for the call and said if she had any more problems she would be sure to call back.
10/29/05	TTY customer states that the agent dialed out and got a busy signal and then redialed the call without asking the customer if customer wanted to redial. No follow-up requested.	10/29/05	Apologized to customer. Supervisor met with agent and coached on the importance of allowing the customer to make decisions on calls. Agent understands.
10/29/05	TTY customer states that the relay agent did not respond after being given the phone number to dial. Customer waited and typed "GA" several times and "Hello, are you there?" There was no response so the customer disconnected. No follow-up requested.	10/29/05	Apologized to customer. Supervisor met with agent who did not remember this call, however, agent was coached on the importance of responding in a timely manner. Agent understands.
Nov 05			
11/11/05	A TTY user called to say that she got connected to the operator and then got no typing for 5 minutes. Caller had to keep typing "hello" to the operator. Caller does request supervisor follow up.	11/11/05	Apologized for the problem. HR met with agent and appropriate action has been taken. Contacted customer via TTY on 11/21/05 at 3:00 pm and left a message on customer's answering machine that appropriate action has been taken with this agent.
11/30/05	Customer was unable to call number via Sprint Relay number. Customer requests follow up.		Apologized for the problem. Spoke with phone company representative regarding this issue. TT #798373 opened up. Worked with SunCom on this issue. Sprint reconfigured the software and reloaded the LD database. Test calls went through fine. Account Manager called customer, there was no answer nor an answering machine after 10 rings. The next day, the Account Manager left a message and work email address on the customer's answering machine.
Dec 05			
12/16/05	Customer turned in a previous complaint on the problem of Caller ID not working when using relay on 12/10/05 and it is still not working. Also the customer requested a contact and no one ever contacted her about this. Call back requested any time after 4 pm EST.		Apologized for the problem and assured the customer that another complaint and TT would be turned in. Previous TT #854080. New TT #885631. There was an issue with the application, and maintenance was performed. Referred to Research departments for further investigation. Resolved. Account Manager called customer and received the following recorded message: "The number you have reached xxx-xxxx has been changed to a nonpublish number. No additional information is available about xxx-xxxx."
12/30/05	VCO customer is not receiving Caller ID and has not been for about 6 months now. Customer has called repeatedly trying to get this fixed. Follow-up requested.	12/30/05	Apologized, opened up TT #943126. Software issue in which Caller ID was not being passed through Relay. Resolved. Account Manager called customer and there was no answer nor an answering machine after 10 rings. Also emailed customer with resolution.

Jan 06			
01/01/06	Customer said that when people call her, they hear fax tones and never get connected. When asked whether it is through Relay, she says she wasn't sure. Would like to see if it's a technical issue. Also mentioned that when hospitals try to call 711, it does not go through. Wanted to know if there is a way to re-route calls to go through Relay; i.e., if they call her number directly, can be transferred to Relay. Follow up requested at any time and permissible to leave a message.	01/01/06	Issue will be investigated to see if it is fax and not TTY tones. Gave the 800 voice number for her to give out. Account Manager left a message on customer's TTY answering machine. Gave customer the 800-735-2905 toll-free SC number again for hearing persons to use to reach her on the TTY. Also explained to customer that the hospital will need to have a technician to go into its PBX system to open up the line for the Relay number 711 to be accessible. Left my work email address should customer need to contact me.
01/04/06	VCO customer says that Caller ID is still not working for any incoming Relay calls for over a week after she provided requested information. Customer wants contact from Account Manager with the resolution.	01/04/06	Apologized and explained that the technicians are working on the issue. Entered TT #962096. (Same customer with the same issue on TT #943126.) Software issue, the Research departments continue to work on it. Solved. Account Manager called customer and there was no answer nor an answering machine after 10 rings. Also, Account Manager emailed to the customer with the resolution. The next day, the Account Manager spoke with the customer via VCO and customer said that she doesn't have this Caller ID problem "most of the time, just once in a while." Also, customer said that her "phone disconnects VCO calls quite often, I had my VCO phone replaced 3 times in the past 6 months." Customer thanked for the follow-up. Account Manager emailed to the customer information about CapTel.
Feb 06			
02/02/06	Customer stated that she has been using 711 without encountering any problems until this past Monday. For the entire week, she was unable to get a hold of a Relay service via 711, so she had to utilize the 800 Relay number. Requested a follow up via phone.	02/02/06	Apologized for the inconvenience and assured her this will be reported to appropriate personnel for troubleshooting. Opened up TT #1112140. Investigated, customer must contact her LEC since they are the ones who do the routing on 711. Account Manager called customer but recording said that the number is no longer in service or disconnected.
Mar 06			
03/06/06	VCO user called a recording to get her medicine. VCO user tried to interrupt the recording to give another number by typing "GA" over and over. Agent ignored this and didn't come back online so VCO user could give a new number. No follow-up requested.	03/06/06	Agent was coached on proper VCO call-handling procedures. Agent understands.
03/26/06	TTY customer called to report that her Frequently Dialed list was not available when she called today at approximately 2 pm. Follow-up requested.	03/26/06	Apologized for the inconvenience. Opened up TT #1386298. Had the "call controllers" feature rebooted in Dayton, OH. Resulted in resetting this feature and it solved the problem. Account Manager followed up with the customer in an email. Customer's email reply response: "Appreciate your sharing news about the FD incidents. I understand now. Do well in your business to serve others to come to know what is the Relay Service for..."
Apr 06			
04/24/06	When VCO customer calls Relay, he types "VCO Please GA" and the operators are not responding with "VCO GA or VOICE NOW GA". Also, it takes a long time for an answer back from the operator. No follow-up requested.	04/24/06	Apologized to customer. Spoke with the agent and while the agent does not recall this conversation, coached the agent on the importance of responding in a timely manner. Agent understands.
May 06			
05/02/06	Customer called Relay on 5/2/06 at 9:50 AM CST. He provided the number to order a catalog. Customer states the spelling accuracy was poor. The customer does not understand why the operator was not careful. No follow up requested.	05/02/06	Apologized, said that the supervisor will be notified. Agent was coached on the importance of accuracy. Agent understands.
05/08/06	VCO customer states he typed "VCO GA" and the operator asked the customer what VCO means. The call occurred at approximately 11:55 CST. No follow-up requested.	05/08/06	Apologized. Supervisor met with agent who has no knowledge of this call. Agent clearly demonstrated the meaning of VCO and knowledge of processing a VCO call.

05/08/06	VCO customer states that when he asked to be transferred to customer service, the agent said they didn't know the number. The call occurred at approximately 12:00 PM CST. No follow-up requested.	05/08/06	Apologized. This agent has no knowledge of this incident. Agent demonstrated the knowledge of transferring a customer to customer service.
05/19/06	VCO/TTY customer states that he said "VCO please" and the operator only typed "GA" instead of answering the question with "VCO Now?" This has happened several times. Also, customer said that the agent cannot spell. No follow-up requested.	05/19/06	Apologized. Supervisor met with agent who demonstrated knowledge of VCO procedures. Agent has been coached on the importance of spelling words correctly.

Complaints Tracking for South Carolina - CapTel

TOTAL: 1

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
Nov 05			
11/15/05	Accuracy of captions: Customer shared feedback regarding accuracy of captions.	11/16/05	Apologized for this incidence. Thanked customer for the feedback and said that it would be shared with the appropriate captioning service station.

Sprint

Together with NEXTEL

Sprint Retail
902 State Street
Cayce, SC 29033
Fax: (803) 936-6326

Missy Whatnough McManus
Account Manager
Relay South Carolina

June 15, 2006

Ms. Dawn Hipp
Office of Regulatory Staff
TRS Contract Administrator
1441 Main Street
Suite 300
Columbia, SC 29201

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Hipp,

Sprint has provided you the following information to support your filing with the FCC for the State of South Carolina:

- Summary with the total number of complaints received between June 1, 2005, and May 31, 2006.
- Annual Complaint Log which includes complaints received between June 1, 2005, and May 31, 2006, with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You will need to make clear that it is a reference to the **CG Docket 03-123**, as above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

June 15, 2006
CG Docket 03-123
Page 2

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic disk copy of the complaint log on a standard 3.5-inch diskette (formatted in an IBM-compatible format using Word 97 or compatible software) on or before Monday, July 3, 2006. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 3rd, to the Consumer & Governmental Affairs Bureau of the FCC to:

Pam Gregory, Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C417
Washington, DC 20554
or by email: pam.gregory@fcc.gov

For your reference, Sprint has included a copy of the FCC Public Notice from May 31, 2006, requiring this action.

Should you have any questions concerning this report, please contact me.

Sincerely,



Missy McManus
Account Manager
Relay South Carolina

Attachments:

- 1) Summary Sheet
- 2) Log Sheets
- 3) 3.5-inch diskette
- 4) Copy of FCC Public Notice

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.

o Microfilm, microform, certain photographs or videotape.

DISK

- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

1 DISK